

Electronic Visit Verification (EVV) Focus Group

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

October 14, 2020

Agenda

- ❖ Third-Party Vendor Update
- ❖ EVV-Related Policy Updates
- ❖ Training Notes
- ❖ Preparing for EVV Go-Live – Oct. & Nov. Activities
- ❖ Upcoming EVV Resources
- ❖ Open Discussion

EVV-Related Policy Updates

EVV-Related Policy Updates

Rounding Policy

- ❖ **Current Policy:** Service must be provided for full 15-minutes to receive reimbursement for one unit.
- ❖ **New Policy:** Service must be provided ten or more minutes to receive reimbursement for one unit
 - ❖ For services billed in one (1) hour units, the service must be provided for 45 or more minutes.

EVV-Related Policy Updates

Rounding Policy

- ❖ **Rounding & EVV:** Paid caregivers should start and end the visit at the **exact** time the services begin and end. The EVV system will calculate the corresponding number of units.
- ❖ **DMS Expectations:** DMS expects paid caregivers to provide a complete service and not cut services short. This policy is being updated to allow for instances where the paid caregiver completes the service and logs out a minute or two early.

EVV-Related Policy Updates

Respite & EVV	Service Notes
<p>DMS is no longer requiring Respite services provided in congregate settings, such as an adult day health care or residential facility, to use EVV.</p>	<p>Provider agencies are required to document EVV-affected services using the EVV system. EVV-affected services are not required to be documented in the Medicaid Waiver Management Application (MWMA*). Provider agencies can document EVV-affected services in both systems if they choose, but this is not required.</p> <p><i>*Note: The requirement to enter service notes in MWMA has been delayed.</i></p>

Third-Party Vendor Update

Third-Party Vendor Update

Vendor	Initial	Contracting	Successful Test Files	Pilot – Provider Identified	Production
Ankota	X	X	X	X	
Blue Step System	X	X	X	X	
Clear Care	X	X	X	X	
Continulink/Complia	X	X	X	X	
Delta Health Tech	X	X	X	X	
Mains'l	X	X	X	X	
Oasis Technologies	X	X	X	X	
Savii Care	X	X	X	X	
Therap	X	X	X	X	

EVV Training Notes

Who Needs to be Trained?

Module	Module should be completed by...
Tellus EVV+ Mobile App	DSPs and PDS employees whose provider agency is using Tellus EVV
Tellus EVV Supplemental Training for PDS Employees	PDS employees whose provider agency is using Tellus EVV
Tellus EVV Administrative Portal	EVV administrator(s) at provider agencies using Tellus EVV
Tellus EVV Claims Portal	EVV administrator(s) at all provider agencies

Register for training at 4tellus.com/training.

EVV Training Begins

- ❖ Training began on October 6
- ❖ To register for training, visit 4tellus.com/training
- ❖ Registration Demo

EVV Training Begins

This session is targeted to Caregivers also known as Agency Providers, Independent Providers, Participant Directed Service, Live-in Providers, etc. that will be using the Tellus EVV Mobile App.

Attendees will learn how to download the Mobile Application, Log In to the Mobile Application, Schedule Visits, Cancel Visits, Check in and Check out for Scheduled Visits and how to Log Out of the Mobile Application.

*Required field

First Name*

Last Name*

Email Address*

Street Address

City

State/Province*

Choose One... ▼

Phone Number*

Organization*

Job Title*

Unless making a secure payment with your credit or debit card via a third-party payment processor, this form is not designed to collect confidential or sensitive personal information (e.g., financial information, social security numbers).

Florida providers Only: Which of the following MCO's are you contracted with: UHC, AETNA, SIMPLY/ANTHEM, IHCS, COMMUNITY CARE PLAN, MAGELLAN. *If you are not in Florida type N/A*

Please indicate whether you are part of an Agency, Independent Provider or PDS*

Choose One... ▼

Please list any applicable program(s) your company participates in.

Preparing for Go-Live: Oct. & Nov.

Go-Live Prep - October

For provider agencies using Tellus EVV:

- ❖ Determine who will be the EVV subject matter expert(s)
- ❖ Develop a process for training staff
- ❖ Develop a communication process for staff
 - ❖ System Questions
 - ❖ Training Questions
- ❖ Ensure staff complete training relevant to their role
 - ❖ DSP
 - ❖ PDS Employee
 - ❖ Administrative Roles
- ❖ Register to use the Tellus EVV system on or after October 30, 2020
- ❖ Test login for Tellus EVV admin portal to ensure it works

Go-Live Prep - October

For provider agencies using third party vendor:

- ❖ Register to use the Tellus EVV claims portal on or after October 30, 2020
- ❖ Ensure third party vendor has completed integration and testing
- ❖ Download vendor specific software and/or applications
- ❖ Receive and test login credentials for third party system
- ❖ Sign-up for and complete training on the Tellus EVV claims portal
- ❖ Sign-up for and complete any third-party vendor training if needed
- ❖ Ensure third-party vendor processes the Tellus response file and shares it with you

Go-Live Prep - October

For PDS Employers

- ❖ If your FMA is using Tellus EVV:
 - ❖ Make sure your PDS employees are trained on the Tellus EVV+ mobile app

- ❖ If your FMA is using a different EVV system:
 - ❖ Talk to your FMA and make sure your PDS employees receive any training they need.

Go-Live Prep - November

For provider agencies using Tellus EVV:

- ❖ Have your caregivers
 - ❖ Download the Tellus EVV+ mobile application
 - ❖ Login to the Tellus EVV+ mobile application using login credentials received via email
 - ❖ Change temporary password

For provider agencies using third party:

- ❖ Begin to bill some claims using the Tellus EVV claims portal on or after November 17, 2020

Go-Live Prep - November

For PDS Employers

- ❖ Your FMA may have your PDS employees begin to use EVV when they provide your services this month. Talk to your FMA to see when they begin to plan using EVV.

EVV Resources

EVV Resources

All EVV resources are available at <https://bit.ly/kywaiverEVVinfo>.

❖ Upcoming Resources

- ❖ FAQ Update
- ❖ Who to Call
- ❖ PDS User Guides for Tellus EVV+ Mobile App



What EVV resources would you like to see? Let DMS know!

Drop us a line in the chat or email us at
MedicaidPublicComment@ky.gov.

EVV Resources

DMS EVV Webpage:

<https://bit.ly/kywaiverEVVinfo>

21 Century Cures Act:

<http://bit.ly/2016curesinfo>

Tellus Website:

<https://4tellus.com/>

EVV Questions:

<https://bit.ly/kyevvFAQ>

Register for Training:

4tellus.com/training

MedicaidPublicComment@ky.gov

1915cWaiverHelpDesk@ky.gov



Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)
Department of Medicaid Services (DMS)
Tellus